



Administration & Regulatory Affairs

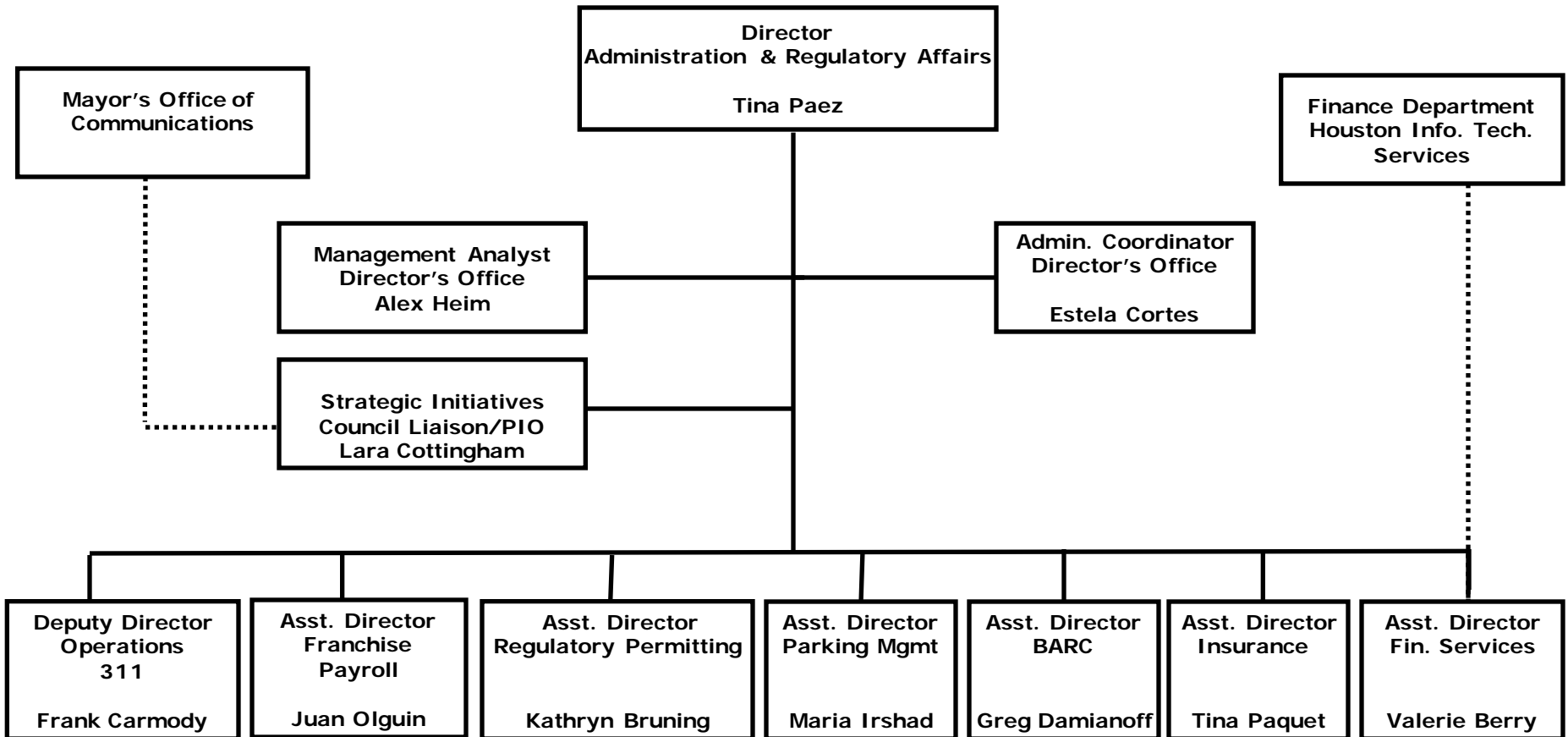
FY2016 Budget Presentation

Budget & Fiscal Affairs Committee

June 1, 2015



Administration & Regulatory Affairs Organization Chart





Budget Summary

All Funds Administered by ARA (in millions)

Fund	Revenue FY15 Budget	Revenue FY16 Prop.	+/- \$/%	Expend. FY15 Budget	Expend. FY16 Prop.	+/- \$/%	Fund Balance FY15 Budget ¹	Fund Balance FY16 Prop. ¹	FTEs FY15 Bud.	FTEs FY16 Prop.
General Fund	\$201.41	\$205.90	\$4.49/ 2.23%	\$30.10	² \$29.53	-\$0.57/ -1.89%	0	0	203.6	211.1
BARC Special Revenue Fund	11.61	11.49	-0.12/ -1.03%	12.21	12.36	0.15/ 1.23%	\$1.27	\$0.87	110.1	112.8
Parking Mgmt Fund	18.31	19.06	0.75/ 4.1%	20.00	20.93	0.93/ 4.65%	\$2.20	\$1.98	75.0	75.0
Property & Casualty Fund	11.66	12.41	0.75/ 6.43%	11.66	12.41	0.75/ 6.43%	0	0	5.0	5.0
Central Services Fund	6.90	6.89	-0.01/ -0.14%	6.90	6.89	-0.01/ -0.14%	0	0	0.0	0.0
Total	\$249.89M	\$255.75M		\$80.87M	\$82.12M				393.7	403.9

¹ Beginning Fund balances displayed. Beginning fund balance for FY15 is the total of the ending FY14 fund balance as reported in FY14 CAFR, and the balance of Parking Benefit District fund. FY16 Beginning Fund Balance is the FY15 estimated ending fund balance. Final figure will be reported when FY15 CAFR is complete in November, 2015.

² FY2016 General Fund proposed budget includes \$9.7M transfer to BARC.

[CABLE TV FRANCHISE FEES](#)

[TELEPHONE FRANCHISE FEES](#)

[Total Revenues by Fund \(in millions\)](#)

[FY2016 Expenditure Highlights: Parking Management](#)

[Total Expenditures/FTEs by Fund \(in millions\)](#)

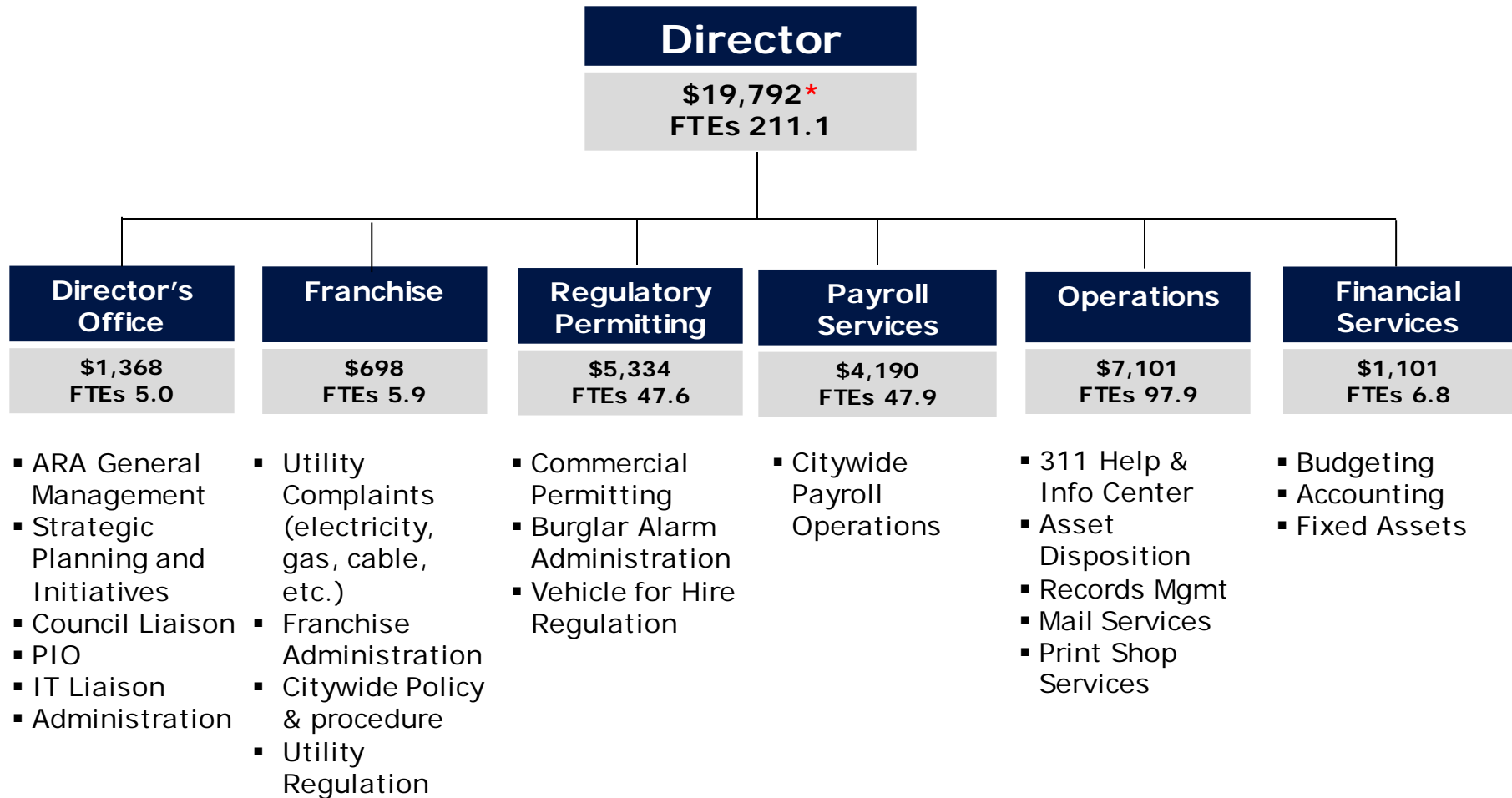
[Burglar Alarms: Quick Facts](#)

[Texas Cities' Survey: Animal Control Budget Per Capita](#)



ARA Functions - General Fund

(in thousands)



***Note: Budget does not include \$9.7M transferred to BARC Special Revenue Fund.**



ARA Functions - Other Funds

(in thousands)

ARA Director

\$52,591
FTEs 192.8

Parking Management

\$20,934
FTEs 75.0

- Parking Compliance
- Meter Operations
- Admin/ Customer Service

BARC Special Revenue

\$12,360
FTEs 112.8

- Animal Control
- Animal Adoption
- Rabies Control
- Licensing
- Animal Foster
- Animal Rescue
- Animal Cruelty Prevention

Insurance Management

\$12,407
FTEs 5.0

- All City Commercial Insurance (non-employee)
- Property/Flood
- Citywide Insurance Advisory Services
- Commercial Insurance Claims

Central Services Revolving

\$6,890
FTEs 0.0

- Citywide Print Shop
- Citywide Xerox
- Citywide Postage
- Employee Transit
- W2 Forms



FY2015 ARA Accomplishments & Highlights: General Fund

☐ 311: (YTD statistics before 5/26/2015)

- Reduced the Average Speed of Answer by 21% (FY14 72.3 sec; FY15 56.8 seconds)
- Reduced the Abandonment Rate by 20% (FY14 7.29%; FY15 5.84%)
- 18,000 downloads of the smartphone app; 800 hits to website per day
- Enhanced the 311 app by adding links to websites based on citizen comments
- FY15 SR Distribution: 5.12% app; 2.73% web; 1% email; 91% phone

☐ On 5/26/15, 311 managed more than 12,000 calls after the storm – 120% higher than the average Tuesday volume. [311 Emergency Response](#)

☐ Payroll – Implemented Kronos upgrade in collaboration w/HITS

☐ Regulatory Permitting:

- Major Revisions to Ch. 46 approved by Council 8/6/2014
- Set record for customers served: up almost 900% from FY2014
- Set record for phone calls: 25,333 processed through May 15, 2015
- Set record for vehicles inspected: 10,212 vehicles inspected through April 2015
- Successfully defended local ordinance at the State legislature



FY2015 ARA Accomplishments & Highlights: BARC

Accomplishments:

- ❑ For FY2015, City Council approved a \$2.6 million budget increase for BARC to continue our enforcement, live release and spay/neuter initiatives. Results:
 - **Enforcement:** Calls for service completed up from 24% to currently 46% - a 92% increase in response rate. [BARC Animal Control Response Priority Matrix](#)
 - **Live Release:** Annual average over 68%; set record for live release in January & February 2015 over **80%!**
 - **Transport:** up 104%; set record for transport with 4,492 this year (2X more than FY14)
 - **Low Cost Spay/Neuter:** up 33% (HPHS + Fixin' Houston)
- ❑ Opened the first **municipal** in-house, low-cost spay/neuter clinic in the State of Texas in November 2014: Fixin' Houston
- ❑ Will be hosting grand opening of Phase I of new adoption center on June 5th (construction to be completed by end of June or early July)

Donor Activity:

- ❑ Houston BARC Foundation inaugural Gala April 2015: \$160,000 of proceeds to support new adoption center
- ❑ Thanks to the \$260,000 from Council Members Gallegos, Gonzalez and Pennington, Emancipet will be partnering with us as of June 5th.
- ❑ Thanks to Council Member Cohen who donated \$100,000 towards animal transport for FY15.
- ❑ BARC supporter donated a brand new adoption trailer with capacity for 40 kennels
- ❑ Set shelter record for privately funded adoption events: ~ \$24,000 in donations; >100 events; 1500 animals adopted



FY2015 ARA Accomplishments & Highlights: Parking Management

- ❑ Implemented champion/challenger model for delinquent collections: 15% increase in monthly collections over prior year from Jan - April
- ❑ Kicked off Rice Village Parking Plan; Kinder Institute finished parking occupancy study in Rice Village; next step is stakeholder meetings
- ❑ Engaged private sector boot operator: 20% increase in booted vehicles; 40% increase in citations paid due to booting over prior year.
- ❑ Issued RFQ to select a program manager to draft the specifications for parking guidance system. Submitted application for HGAC funding to system.
- ❑ Upgraded parking lot to add additional ADA spaces, etc.



FY2015 ARA Accomplishments & Highlights: Insurance Management

Property Insurance Renewal:

- ❑ New Broker of Record: McGriff, Seibels & Williams
- ❑ \$1.3M savings in premium or 12.2%
- ❑ Decrease in policy deductibles:
 - All other perils from \$2.5M to \$500,000
 - Minimum flood from \$5.0M to \$2.5M
- ❑ Policy enhancements for FY2015:
 - 100-year flood plain sublimit increased from \$50.0M to \$75.0M;
 - Property debris removal limit increased from \$5.0M to \$10.0M.



FY2016 ARA Planned Initiatives: General Fund

311:

- ☐ Migrate telephony systems from Avaya to Cisco
- ☐ Launch an emergency information website for use by Agents/Public during hurricanes and other disasters
- ☐ Implement geo fenced Push notifications
- ☐ Implement a feature at 311 that will offer callers the option to be called back rather than wait when the Call Wait Time exceeds 3 minutes

Regulatory Permitting:

- ☐ Bring recommendations to Council for taxicab permit distribution methodology during the 1st Quarter 2016
- ☐ Track demand levels for all vehicle-for-hire services
- ☐ Bring Houston Transportation Accessibility Task Force recommendations to Council 1st Quarter 2016



FY2016 ARA Planned Initiatives: BARC

- ❑ BARC's Missions: public safety (animal control) and live release
- ❑ FY2016 Initiatives:
 - Increase low cost spay/neuter in targeted communities with a long-term goal of decreasing the stray population as well as shelter intake:
 - Partner with Emancipet to collaborate on a citywide spay/neuter strategy
 - Hire two outreach personnel to go door-to-door in targeted communities
 - Launch monthly targeted enforcement sweeps
 - Continue live release, transport and adoption initiatives
 - Seek Council approval to make Houston BARC Foundation a component part of COH
 - Obtain funding for completion of remaining phases of the new [BARC ADOPTION CENTER](#)
 - Host first annual 5K fun run at Ellington Airport on October 31, 2015 to raise money for BARC's key initiatives
 - Build Veterinary Externship program with Texas A&M



FY2016 ARA Planned Initiatives: Parking Management

- ☐ Parking Meter Refresh Program – 5 years; 250 in FY16
- ☐ Dynamic Parking Guidance System and app for Central Business District (CBD)
- ☐ Pilot an on-street car share program in coordination with PWE
- ☐ Coordinate project(s) for Washington Parking Benefit District Advisory Committee



FY2016 ARA Performance Measures: General Fund

Performance Measures	Priorities	FY14 Actual	FY15 Budget	FY15 Estimate	FY16 Budget
311 Average Speed of Answer	I,Q	75	90	68	75
311 Svc Request Submitted via Smart Phone or Web	I,Q	6.7%	5.5%	6.0%	5.5%
Alcohol Site Survey Completion (days)	J	7	10	8	10
Houston Permitting Center (HPC) Wait Time (Minutes)	J	13	15	35	25
HPC Customer Satisfaction Survey Rating	J	100%	98%	100%	98%
HPC Vehicle-for-Hire Customers Served	Q,P	18,339	17,200	31,034	25,000

J – Jobs and Sustainable Development

P – Public Safety

I – Infrastructure

F – Fiscal Responsibility

Q – Quality of Life



FY2016 ARA Performance Measures: BARC

Performance Measures	Priorities	FY14 Actual	FY15 Budget	FY15 Estimate	FY16 Budget
Animal Live Release Rate	Q	57%	53%	68%	62%
Animals Trapped, Neutered, and Returned	Q,P	1,219	1,217	1,278	1,339
Completed Service Calls for Animal* Control Officers	P	21,190	N/A	25,190	23,715
Service Calls for Animal Control Officers*	P	56,963	N/A	54,561	50,454
Spay and Neuter Procedures Completed	Q,P	8,859	10,694	12,144	14,560

***Note: Completed calls for service and Service calls for Animal Control Officers are new performance measures for FY2016 for BARC.**

J – Jobs and Sustainable Development

P – Public Safety

I – Infrastructure

F – Fiscal Responsibility

Q – Quality of Life



FY2016 ARA Performance Measures: Parking Management

Performance Measures	Priorities	FY14 Actual	FY15 Budget	FY15 Estimate	FY16 Budget
Meter Transactions	F	2,625,045	2,263,262	2,404,107	2,404,107
Parking Citations Issued	P	199,939	200,000	200,000	200,000
Parking Citations Paid	F	142,966	146,000	139,000	139,000
Vehicle Boots Applied	P	2,042	2,066	2,231	2,530

J – Jobs and Sustainable Development

P – Public Safety

I – Infrastructure

F – Fiscal Responsibility

Q – Quality of Life



Questions?



Appendix: Table of Contents

Item	Slide #
Mission Statement	Slide 18
ARA FY2015 Demographic Breakdown	Slide 19
Total Revenues by Fund	Slide 20
Total Expenditures/FTEs by Fund	Slide 21
Telephone Franchise Fees	Slide 22
Cable TV Franchise Fees	Slide 23
Vehicle for Hire Enforcement	Slide 24
Burglar Alarm Quick Facts	Slide 25 -27
BARC Special Revenue Fund Private Contributions	Slide 28
Texas Cities' Survey: Animal Control Budget Per Capita	Slide 29
BARC Adoption Center	Slides 30 -31
BARC Animal Control Response Priority Matrix	Slide 32
Rescued Pets Movement Audit Results & Program Analysis	Slides 33 - 34
FY2016 Expenditure Highlights: Parking Management	Slide 35
Washington Parking Benefit District	Slide 36
311 Website & Dashboards	Slides 37 - 44



Mission Statement

ARA provides efficient and logical solutions to administrative and regulatory challenges. Our goal is to provide increasing value to Houston via a customer-driven team that pursues continual improvement to operational efficiency and service excellence.



ARA FY2015 DEMOGRAPHIC BREAKDOWN

Category	White	Black	Hispanic	Asian	Other	Total
Males	24	65	41	6	1	137
%	6.1%	16.6%	10.5%	1.5%	0.3%	35.0%
Females	47	104	82	18	3	254
%	12.0%	26.6%	21.0%	4.6%	0.8%	65.0%
ARA Totals	71	169	123	24	4	391
%	18.2%	43.2%	31.5%	6.1%	1.0%	100%
Citywide Totals	7,273	7,660	5,194	1,350	90	21,567
%	33.7%	35.5%	24.1%	6.3%	0.4%	100%



Total Revenues by Fund (in millions)

Fund Name/ Number	FY14 Actual	FY15 Budget	FY15 Estimate	FY16 Proposed	+/- \$/%
General Fund 1000	\$206.90	\$201.41	\$206.18	\$205.90	\$(0.28)/(0.14%)
BARC 2427	8.92	11.61	11.81	11.49	(0.32)/(2.71%)
PARKING MGMT 8700	19.20	18.31	19.05	19.06	0.01/0.05%
Insurance 1004	12.65	11.66	11.66	12.41	0.75/6.43%
Central Services 1002	6.77	6.90	6.83	6.89	0.06/0.88%
Total	\$254.44	\$249.89	\$255.53	\$255.75	

[Return](#)



Total Expenditures/FTEs by Fund (in millions)

Fund Name/ Number	FY14 Actual	FY15 Budget	FY15 Estimate	FY16 Budget	+/- \$/%	FTEs FY15 Bud.	FTEs FY16 Prop.
General Fund 1000	\$25.07	\$30.10	\$30.10	*\$29.53	(\$0.57)/ (1.89%)	203.6	211.1
BARC 2427	8.43	12.21	12.21	12.36	0.15/ 1.23%	110.1	112.8
Parking Mgmt 8700	20.09	20.00	19.27	20.93	1.66/ 8.61%	75.0	75.0
Insurance 1004	12.65	11.66	11.66	12.41	0.75/ 6.43%	5.0	5.0
Central Services 1002	6.77	6.90	6.83	6.89	0.06/ 0.88%	0.0	0.0
Total	\$73.01	\$80.87	\$80.07	\$82.12		393.7	403.9

* FY2016 General Fund proposed budget includes \$9.7M transfer to BARC.

[Return](#)



TELEPHONE FRANCHISE FEES

Actual Historical Telecom Revenues per COH Financial System	
FY01	\$58,289,768
FY02	\$58,694,776
FY03	\$56,434,715
FY04	\$52,925,678
FY05	\$49,713,992
FY06	\$50,176,079
FY07	\$50,433,995
FY08	\$49,374,105
FY09	\$48,086,050
FY10	\$47,348,901
FY11	\$46,547,807
FY12	\$45,429,737
FY13	\$44,986,558
FY14	\$43,891,689
FY15 Projected	\$42,700,000
FY16 Budget	\$41,165,000

[Return](#)



CABLE TV FRANCHISE FEES

Actual Historical Cable TV Revenues per COH Financial System	
FY01	\$10,859,870
FY02	\$10,172,376
FY03	\$9,689,217
FY04	\$9,875,606
FY05	\$10,695,450
FY06	\$11,260,491
FY07	\$12,519,039
FY08	\$13,695,607
FY09	\$14,956,954
FY10	\$17,257,533
FY11	\$17,824,679
FY12	\$19,361,551
FY13	\$20,709,773
FY14	\$21,938,022
FY15 Projected	\$23,400,000
FY16 Budget	\$23,900,000

[Return](#)

FY2015 Vehicle-for-Hire Enforcement

NUMBER OF CITATIONS ISSUED IN FY2015, BY PERMITTEE TYPE	
TNC	3,391
Limo	559
Taxi	495
Other VFHs	141
TOTAL:	4,586

Most Common VFH Offenses Include:

- Operating VFH without a permit, City of Houston Drivers License, and/or inspection sticker
- Operating a VFH that fails to meet the City's vehicle age limits
- Operating a VFH without displaying consistent and distinctive signage
- Operating a VFH without a valid Texas Driver's License
- Operating a VFH without a fire extinguisher (State Law)
- Illegal solicitation or street hail of a passenger

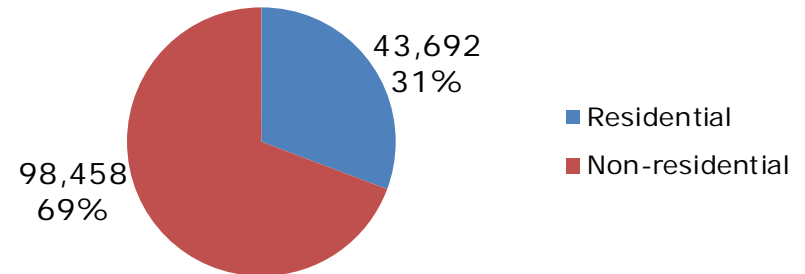
[Return](#)



Burglar Alarms: Quick Facts

- ❑ State law does not allow a municipality to permit an alarm type for which it does not provide a response.
- ❑ Based on FY2014 data, nearly 70% of false alarms in the City of Houston are generated by non-residential properties. 98% of all alarms in the COH are FALSE.
- ❑ FY2016 Initiatives:
 - Supplement cost recovery efforts with secondary collections contract.
 - Streamline residential permitting to reduce customer confusion and complaints.

False Alarms by Permit Category FY14



Burglar Alarm Costs vs Revenues – FY2014

Total Cost (ARA, HPD, HEC)	\$11,589,600
Total Revenue (Permits, Fees)	\$11,409,163
% Costs Recovered	98%



Burglar Alarms: Quick Facts

NUMBER OF ALARM PERMITS ISSUED, BY TYPE

FY2015		FY2016 Projected	
Residential			
Burglar only	20,838	Burglar only	21,586
Combo (Burglar + Panic)	73,293	Combo (Burglar + Panic)	74,041
Total	94,131	Total	95,627
Non-residential			
Burglar only	13,237	Burglar only	13,687
Panic only	544	Panic only	544
Combo	13,093	Combo	13,543
Total	26,874	Total	27,774
TOTAL	121,005	TOTAL	123,401



Burglar Alarms: Quick Facts

PERMIT REVENUES – FY 2014

Residential Burglar	\$803,685
Res. Combo (Burglar + Panic)	\$3,531,028
Total Residential Revenue	\$4,334,713
Non-Residential Burglar	\$1,616,556
Non-Residential Panic	\$74,240
Non-Res. Combo (Burglar + Panic)	\$2,775,773
Total Non-Residential Revenue	\$4,466,569
Total Permit Revenue – FY 2014	\$8,801,282

COMBINED COST RECOVERY – FY 2014

Permit Revenue	\$8,801,282
False Alarm Fees	\$1,980,754
Administrative Fees	\$627,127
Total Combined Revenue	\$11,409,163
Total Combined Cost	\$11,589,600
% Costs Recovered	98%

COMBINED ALARM PROGRAM (HPD, HEC & ARA) COSTS – FY 2014

Total Cost for HPD and HEC	\$ 9,815,892
Total Cost for ARA	\$ 1,773,708
Total Cost	\$ 11,589,600



BARC Special Revenue Fund

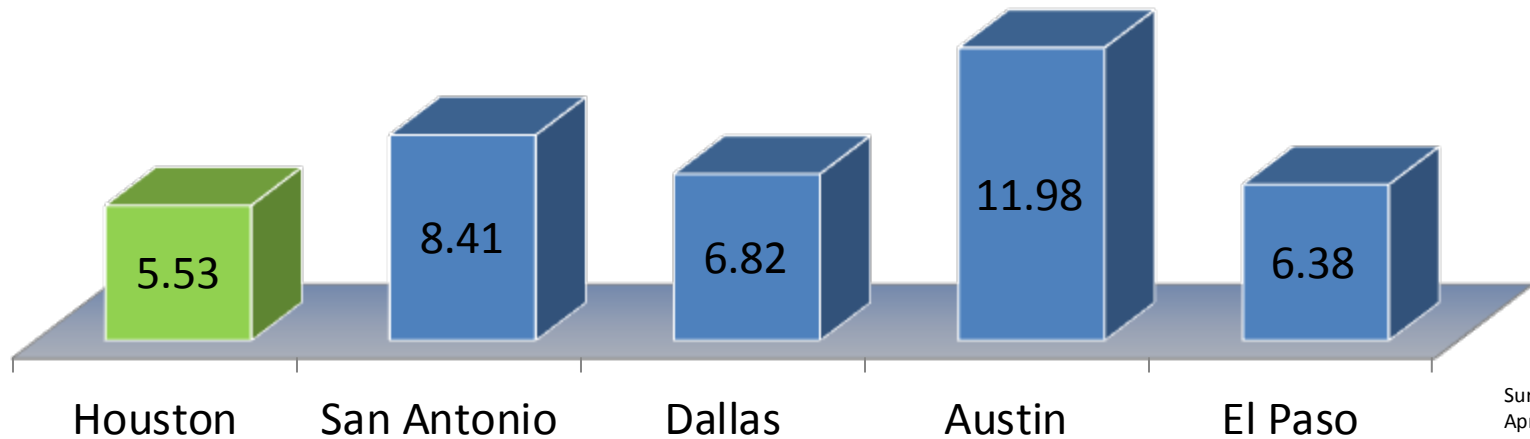
Private Contributions

- ❑ BARC received **\$159,009** in Private Contributions for various shelter programs as well as its first capital campaign contribution during FY2015. The largest contributions include:
 - Proler Southwest/Sims Metal Management: \$ 83,091
 - Houston BARC Foundation: \$ 17,250
 - Houston BARC Foundation – Capital Campaign: \$160,000

- ❑ Donations provided funding for BARC Special Initiatives:
 - Animal Transport Services: \$ 23,016
 - Healthy Pets, Healthy Streets: \$ 42,700
 - Sponsored Adoption Events: \$ 17,250



Texas Cities' Survey: Animal Control Budget Per Capita



Survey date:
April 2015

City	Budget	Population	Per Capita	Intake	Live Release
Houston	\$12,360,276	2,233,310	\$5.53	28,218	68%
San Antonio	\$11,654,953	1,386,547	\$8.41	30,056	84%
Dallas	\$8,574,330	1,257,676	\$6.82	27,011	48%
Austin	\$10,605,292	884,978	\$11.98	17,087	93%
El Paso	\$4,300,488	674,433	\$6.38	16,666	37%

[Return](#)



BARC ADOPTION CENTER



[Return](#)

HEALTHY PETS HEALTHY STREETS AREA MAP



--- Dashed line indicates two blocks outside boundary.

[Return](#)



BARC Animal Control Response Priority Matrix

Priority Level Chameleon Activity Color	Call Type	Response Time Goal
1	<ul style="list-style-type: none"> • Bite Case/ Dangerous Dog • Dangerous animals on school grounds 	Within 2 Hours
2	<ul style="list-style-type: none"> • HPD / Police Agency Assistance • Vicious unrestrained aggressive animals, when citizen is in imminent danger at time of call. • Injured or sick animals unable to leave on their own power. 	Within 3 Hours
3	<ul style="list-style-type: none"> • Trapped wildlife (Raccoons, Skunks, Coyotes, Fox) • Post Office Calls / Mayor / Council Calls / Closely Tied Animals / ACO Supervisor • Feral cat TNR returns / Pick ups from approved colony managers 	Within 48 Hours
4	<p>Unable to respond due to limited resources.</p> <ul style="list-style-type: none"> • Injured animal able to leave location on its own power. • Confined- Domestic • Trap Delivery • Unrestrained aggressive animals when citizen is not in imminent danger at time of call. 	N / A
5	<p>Unable to respond due to limited resources.</p> <ul style="list-style-type: none"> • Owner turn ins . Approved by ACO Supervisor. • Stray nuisance dogs • Investigate Ordinance Violations 	N / A

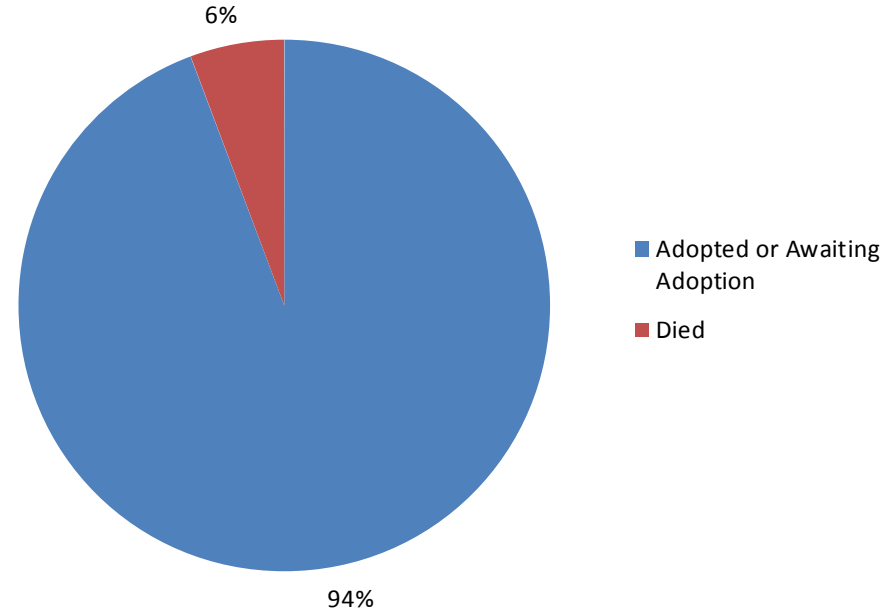
[Return](#)



Rescued Pets Movement Audit Results & Program Analysis

- ❑ In the interest of transparency, ARA conducted an audit of the outcomes of animals transported by RPM.
- ❑ The results of the audit reinforced the success of the program. Based on a statistically valid random sample of 356 animals, RPM's live release rate exceeded 90%.

RPM Live Release Rate

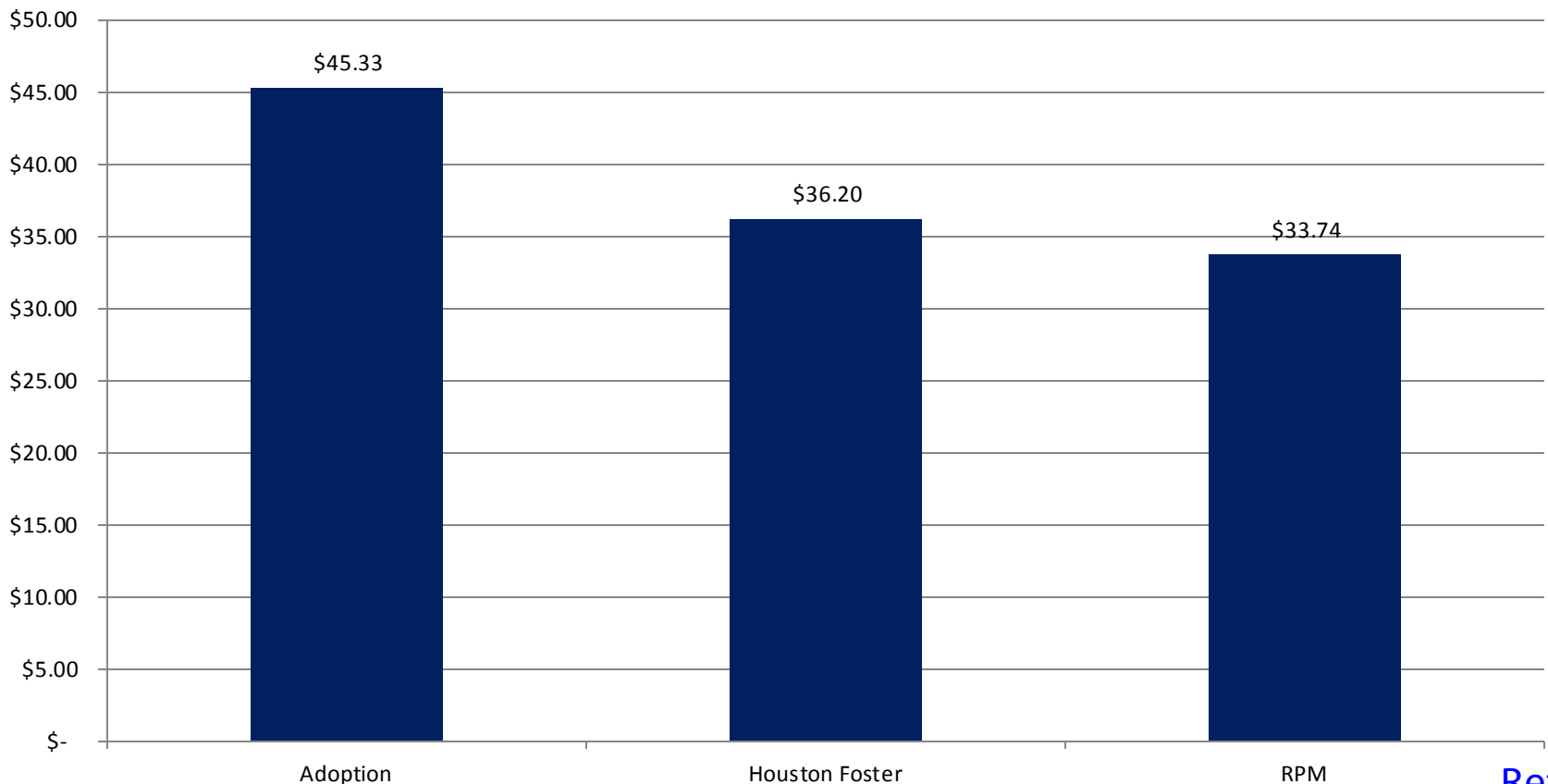


[Return](#)



Rescued Pets Movement Audit Results & Program Analysis (cont'd)

Average Drug Cost Per Animal



[Return](#)

*This graph is based on the most recent unit price information for drugs available to BARC.



FY2016 Expenditure Highlights: Parking Management

- ❑ FY2016 proposed budget increased 8.62% in costs, or \$1.6M primarily for:
 - Indirect Cost Allocation fee of \$1.5M, which is an increase of \$693K or 82.85% from prior year's \$836K.
 - Dynamic Parking Guidance System of approximately \$900K.
- ❑ FY2016 budget includes a transfer to General Fund of \$7.0M.



Washington Parking Benefit District

- ☐ Approved on 12/5/2012
- ☐ Includes both meters & permit parking
- ☐ Assumptions:
 - District to receive 60% of net meter revenues
- ☐ Threshold for \$100K for projects achieved Sept 2014
- ☐ Projects considered:
 - Bike racks
 - Bus shelters
- ☐ Sales tax revenues in line with prior year
- ☐ Business continue to flourish
 - Ten new businesses opened in 2014
 - Six new restaurants to open before end of 2015
- ☐ Occupancy peaked at 45% mid 2014
- ☐ Occupancy decline in Spring 2015 due to:
 - Too much rain!
- ☐ Art meters installed in November 2014





FY2015 ARA Accomplishments & Highlights:

311 Emergency Response

- ☐ Flooding event Tuesday, May 26, 2015
- ☐ 4,280 Service Requests (SRs) rec'd compared to 1,824 normal 2-day volume (234% increase!)
- ☐ 616 Reports of flooding received to date
- ☐ Preparing heat maps for senior management and emergency responders
- ☐ Collecting statistics by Council District
- ☐ 311 Response:
 - 5/26/15:
 - 2 agents spent the night on 5/25/15
 - 39 agents came in to work; 5 agents worked from home
 - 12,109 calls answered (120% higher than normal Tuesday volume of 5,500)
 - Average call wait time: 8 min 45 seconds (started out at 15 minutes)
 - 5/27/15:
 - 11,172 calls; 53 agents
 - Call wait time 5 minutes 34 seconds
- ☐ Service Requests by Information Channel:
 - Out of 4,280 non-flood Service requests received 5/26 – 5/27:
 - Mobile phone app: 343 (8.01%)
 - Website: 240 (5.61%)



311 Emergency Links

- ❑ [Site to download the 311 application](http://www.houstontx.gov/Mobile-Applications)
<http://www.houstontx.gov/Mobile-Applications>
- ❑ [Site to submit online 311 Customer Service Request](http://hfdapp.houstontx.gov/311/index.php)
<http://hfdapp.houstontx.gov/311/index.php>
- ❑ [Link to use the find my towed car](http://findmytowedcar.com/tvrmscitizen/mainpage.aspx)
<http://findmytowedcar.com/tvrmscitizen/mainpage.aspx>
- ❑ Phone number for the towed car application:
713-308-8580

[Return](#)



311 Website



Houston's **non-emergency** online service directory and service request site.
Please call **311** or **713.837.0311** to submit a service request, or **submit online below**.
* New **Municipal Courts Kiosks** are located inside the HPD substations located at 2855 Bay Area Blvd in Clear Lake and at 3915 Rustic Woods in Kingwood.
* Test drive our new **311 Mobile Website** on your desktop; it is fully functional.

311 Links

- Home
- Submit a Service Request
- Track Your Service Request
- Water Conservation Measures
- How to Use This Site
- Take Our Website Survey
- Complete Index of City Functions (Alphabetized)
- About Houston's 311 Dept.
- 311's Performance Dashboard
- Feedback
- Email 311

For live assistance including TTY callers, dial 311. Some mobile phone users or persons outside the Houston area may need to dial 713.837.0311.

Contact the City of Houston

City Headlines

268 people like this. Be the first of your friends.

Now Available

Key Issues	Web Streams
Online Poll	Current Data

Traffic Signal Maintenance

Google Map (532S - NULL)
Reported: May 5 2015 1:33PM
WILLOW MEADOWS / WILLOWBEND AREA
All 2 issues Text only updated: 5/5/2015 2:15:45 PM

Animals & Pets Adopt a Pet, Pet Licensing, Donate to BARC, Volunteer at BARC, Report a Problem, Dead Animal Pickup	Business Current Contract Opportunities, Doing Business With the City, Small Business Services
City Government, Elections & Records Houston Television, Voting, Mayor's Office, Personal Records (e.g., Births, Deaths & Marriages)	Employment & Education City Jobs, Schools, Library Resources, Internships, Volunteering
Garbage, Recycling & Graffiti Trash, Recycling, Yard Waste, Trash in Public/Dumping, Graffiti Removal	Health, Safety & Social Services Neighborhood Protection, Veteran's Affairs, Air & Water Quality, Birth & Death Certificates

10 Most Popular Service Requests

1. Sewer Wastewater
2. Water Leak
3. Nuisance On Property
4. Garbage Container Problem
5. Water Service
6. Missed Garbage Pickup
7. Sewer In Residence or Business
8. Pothole
9. Traffic Signal Maintenance
10. Dead Animal Collection

[Return](#)



311 Dashboards

311 Performance Dashboards



Update 05/01/2015: To reduce load time, the volume, inventory, and map dashboards now only include service requests from 1/1/2013 forward. Please see <http://data.ohouston.org/dataset/city-of-houston-311-service-requests> for historical data.

The 311 Performance Dashboards include all publicly available service requests filed in the LAGAN and Chameleon (animal control) systems for the City of Houston's 311 service within the time frame defined for each visualization. The Dashboards include several different visualizations broken up into the various categories. There is a listing of tabs at the top of each category to highlight the different visualizations available. Each visualization includes numerous input controls (drop-downs, text boxes, etc.) that can be adjusted. Data is refreshed monthly; the max value on the Service Request Received filter is the last time data was refreshed.

Create a visualization you like? If you create a visualization you like and want to share, click on one of the "Share" buttons below the visualization to get a permalink to the visualization with all of your input selections stored.

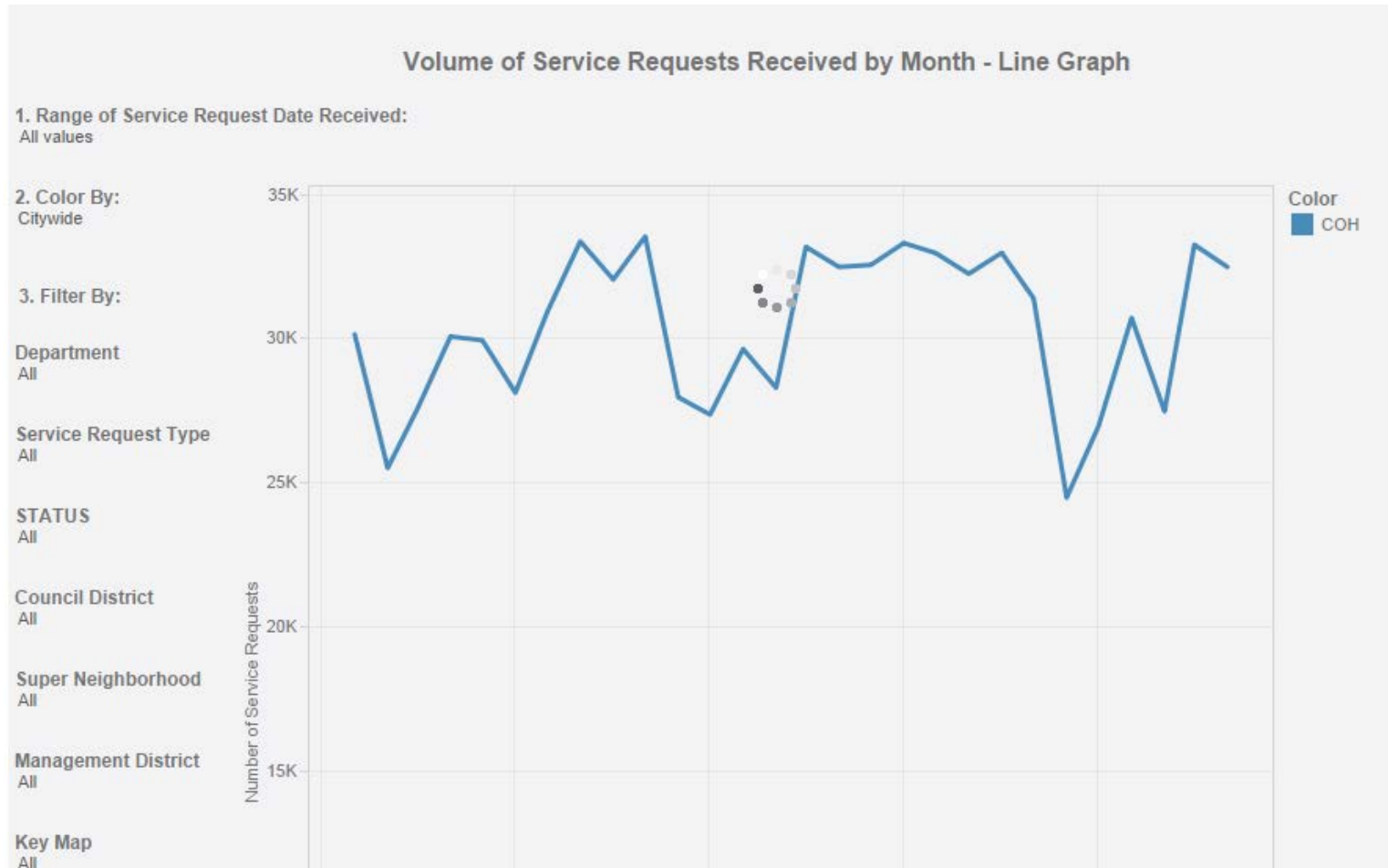
Want to reset the visualization? Select too many filters and have no idea how to get back to the beginning? Click the rewind button at the bottom of the visualization to reset the dashboard.

Want more details for a particular data point? Find a data point you like and want to see the underlying data? Hover over the data point and when the pop-up menu appears click the "View Data" button (the graphic next to the Exclude button). A new window will open with the summarized measure displayed; at the top you can click on the "Underlying tab". You can do the same thing for multiple data points by 1) highlighting a bunch of points using your mouse to click and drag over an area of point or 2) holding the "Ctrl" button and clicking on various points. Once you have your data points selected, hover over one of the selected data points and click the "View Data" button as above.

Need to export the underlying data for a visualization? Filter your visualization to sub-set of data that you now want to export? Click on the export button at the bottom of the visualization (next to the rewind button) and select "Data" from the menu. A new window will open and that will have an open to export the summarized data; alternatively, you can click on the "Underlying tab" to export the underlying data.



311 Dashboards





311 Dashboards

Response to Customer Service Requests

Insight can be gained by examining the service request inventory month-to-month and the speed at which the City closes tickets. Each service request type has a Service Level Agreement (SLA), which is a target time it should take to close a ticket (i.e. an SLA of 15 means the City wants to close that ticket within 15 days or less of receipt). Use the different tabs above the visualization to advance through the different graphs and tables regarding inventory and response times.

Service Requests Opened and Closed in Month | Time to Close by Create Date | Time to Close by Closed Date | Time to Close Buckets - Ad H

Service Requests Opened and Closed in Month

1. Month and Year of Service Request Received:

(All)

2. Filter By:

Department

(All)

Service Request Type

(All)

Status

(All)

District

(All)

Super Neighborhood

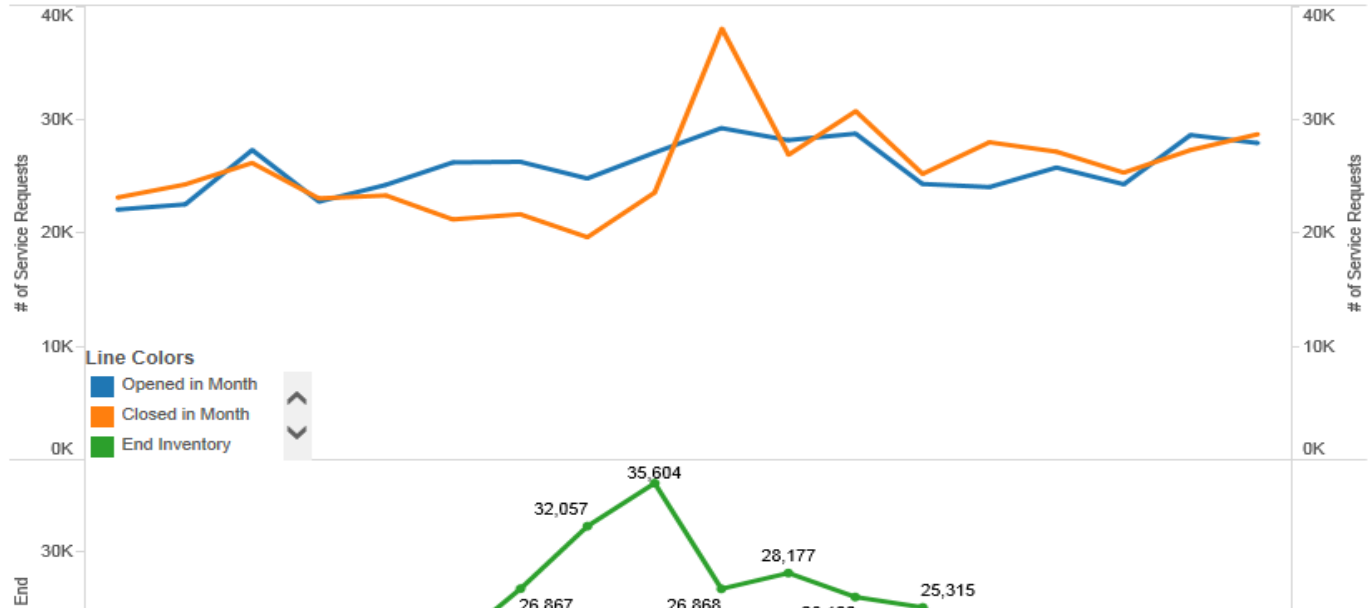
(All)

Management District

(All)

Key Map

(All)





311 Dashboards

Service Requests - Closed Overdue

1. Range of Service Request Date Closed:
1/1/2015 12:00:00 AM to 4/30/2015 6:20:00 PM

2. Wildcard Service Location Search (Ex. Louisiana or 433 Tuam):
All

3. Wildcard Case Number Search:

4. Filter By: Tip: Hover over the "X" to learn more about the service request.

Department	CASE_NUMBER	SR_LOCATION	Day of SR_CREATE_D..	Day of DATE_CLOSED	SR_TYPE	
All	0-101000810911	3515 URBAN WOODS, HOUSTON TX 77008	10/18/2012	03/02/2015	Nuisance On Property	X
Service Request Type	0-101000811802	1818 CRYSTAL, HOUSTON TX 77008	10/19/2012	03/11/2015	Nuisance On Property	X
All	0-101000813163	701 T C JESTER, HOUSTON TX 77008	10/22/2012	03/11/2015	Nuisance On Property	X
Status	0-101000813839	3746 GLEN HAVEN, HOUSTON TX 77025	10/22/2012	03/02/2015	Nuisance On Property	X
All	0-101000814686	3515 URBAN WOODS, HOUSTON TX 77008	10/23/2012	03/11/2015	Nuisance On Property	X
Council District	0-101000815632	3723 WOODVALLEY, HOUSTON TX 77025	10/24/2012	03/02/2015	Junk Motor Vehicle	X
All	0-101000817933	4114 LEVONSHIRE, HOUSTON TX 77025	10/26/2012	03/02/2015	Nuisance On Property	X
Super Neighborhood	0-101000837101	Intersection 2000 BRANARD ST&4000 MCDUFFIE ST	11/17/2012	03/11/2015	GraffitiAll	X
All	0-101000882514	6142 GLENHURST, HOUSTON TX 77033	1/10/2013	03/11/2015	GraffitiAll	X
Management District	0-101000885799	Intersection 10400 CHATTERTON DR&1622 SHADOW..	1/13/2013	04/16/2015	GraffitiAll	X
All	0-101000885800	Intersection 10400 RARITAN DR&1724 SHADOWDALE ..	1/13/2013	04/16/2015	GraffitiAll	X
Key Map	0-101000892149	12902 SANDRI, HOUSTON TX 77077	1/19/2013	03/11/2015	GraffitiAll	X
All	0-101000901110	Intersection 100 COTTAGE ST&200 TRIMBLE ST	1/29/2013	03/11/2015	GraffitiAll	X
Channel Type	0-101000922697	Intersection 9900 EMNORA LN&2500 ROSEFIELD DR	2/20/2013	03/11/2015	GraffitiAll	X
All	0-101000925719	Intersection 4200 BENS LN&2600 W LAKE HOUSTON ..	2/22/2013	02/17/2015	GraffitiAll	X
Service Request Zip	0-101000932850	801 W MAIN, HOUSTON TX 77006	3/2/2013	03/11/2015	GraffitiAll	X
All	0-101000936083	Intersection 600 BROOKS ST&1600 N MAIN ST	3/5/2013	02/26/2015	GraffitiAll	X
	0-101000994265	12107 PALMTON, HOUSTON TX 77034	5/5/2013	03/23/2015	GraffitiAll	X



311 Dashboards

Individual 311 Service Request Points Map

1. Range of Date Service Request Received:
3/1/2015 12:00:00 AM to 4/30/2015 11:56:07 PM

Wildcard Service Location Search (Ex. Louisiana or 433 Tuam):
All

Case Number Wild Card Search:
All

2. Color By:
Citywide

3. Filter By:

Department
All

Service Request Type
All

Status
All

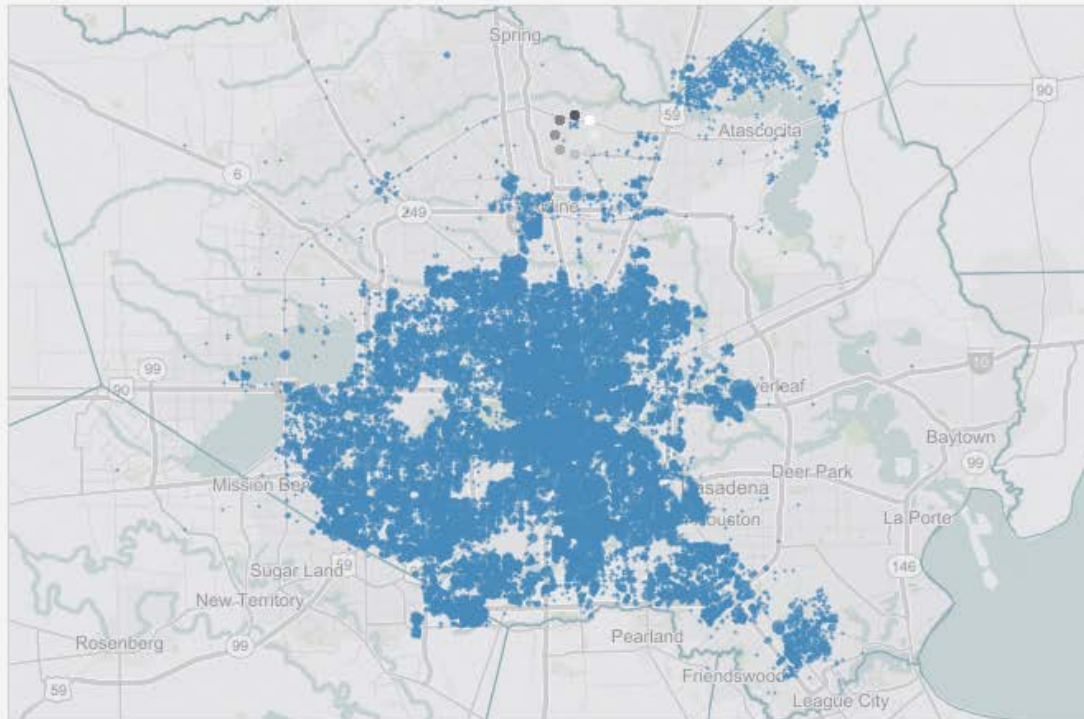
Council District
All

Super Neighborhood
All

Management District
All

Key Map
All

Channel Type
All



Note: Points are sized by the number of requests received at that x,y point.

Color
■ COH

Table Indicator (Hover over for tooltip with more details)

✗ Closed Overdue ♦ Open, Overdue ✓ Closed w/in SLA 💡 Open, not Overdue ✖ Error

[Return](#)



End